

## How to Use the Foodservice Supplies and Equipment, Institutional Commercial Grade Large and Small Statewide Contract

<b>Contract #:</b> GRO29	Contract Duration: 01/01/2012 to 02/28/2013
<b>MMARS #:</b> GRO29*	Options to renew: Options to renew through 02/28/16
<b>Contract Manager:</b>	Betty Fernandez - 617-720-3133 <a href="mailto:Betty.Fernandez@state.ma.us">Betty.Fernandez@state.ma.us</a>
<b>This contract contains:</b> Small Business Purchasing Program (SBPP), Supplier Diversity Office (SDO) Contractors and Environmentally Preferable Products (EPP) Products & Equipment	
<b>Last change date:</b> <b>October 24, 2012</b>	

### Contract Summary

**Foodservice Supplies (paper products):** The statewide contract covers various types of Foodservice Supplies in the two categories listed below:

**Category I - Conventional Products** including various sizes of hot and cold cups, plates, trays, napkins, straws, utensils (tableware), trash/pan liners, and other foodservice supplies such as gloves, lids, hairnets, etc. Napkins must meet the federal standards for post-consumer recycled content.

**Category II - Biodegradable/Compostable Bio-based Products** including a full line of various sizes of hot and cold cups, plates, trays, napkins, and utensils (tableware). All of these products represent a high quality sustainable alternative to conventional disposable foodservice products. They are all 100% biodegradable and made from renewable resources (such as resins and fibers derived from plants) and they are proven to be compatible with most municipal and/or industrial composting programs. The products meet the performance standards of ASTM D6400-99 "Specifications for Compostable Plastics" and/or ASTM D6868 "Specifications for Biodegradable Plastic Coatings on Paper and Other Compostable Substrates", where applicable. Additional Specifications and Requirements are located on the Comm-PASS ([www.comm-pass.com](http://www.comm-pass.com)) website under the "Forms & Terms" tab.

**Foodservice Equipment, Institutional Commercial Grade, Large & Small:** The statewide contract also provides Foodservice Equipment - Institutional Commercial Grade, Large and Small with Related Maintenance and Repair Services. Large equipment includes but is not limited to ovens, grills, fryolators, and milk cooler equipment. Small equipment includes but is

not limited to mixers, toasters, microwaves and additional maintenance and repairs of foodservice equipment as needed by a requesting department. Additional Specifications and Requirements are located on the Comm-PASS ([www.comm-pass.com](http://www.comm-pass.com)) website under the “Forms & Terms” tab.

### Benefits and Cost Savings

**Competitive Pricing** – The Strategic Sourcing Services Team (SSST) has awarded the contract to those contractors who provided the most competitive pricing and or mark ups for the manufacturers being offered. Additional discounts are available, such as prompt pay discount (PPD), volume purchase discounts (VPD) and or dock delivery discounts (DDD). Please reference the vendor list below for those contractors that offer prompt pay discount, volume purchase discount and dock delivery discount.

**Selection of EPP Equipment** – The contract provides Paper Products, Biodegradable/Compostable Bio-based Products and broad range energy efficient Foodservice Equipment; all of which represent environmentally preferable products. Contractors that offer EPP equipment are identified in the Vendor list below and information on the benefits of using biodegradable products is include under Additional Information.

### Who Can Use This Contract?

**Applicable Procurement Law:** MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00

**Eligible Entities:**

01. Cities, towns, districts, counties and other political subdivisions
02. Executive, Legislative and Judicial Branches, including all Departments and elected offices therein;
03. Independent public authorities, commissions and quasi-public agencies
04. Local public libraries, public school districts and charter schools;
05. Public Hospitals, owned by the Commonwealth;
06. Public institutions of high education
07. Public purchasing cooperatives;
08. Non-profit, UFR-certified organizations that are doing business with the Commonwealth;
09. Other states and territories with no prior approval by the State Purchasing Agent required; and
10. Other entities when designated in writing by the State Purchasing Agent.

### Pricing and Purchase Options

**Purchase Options:** Purchases made through this contract will be direct, outright purchases.

**Pricing and buying details:** All contract pricing/markups listed MUST remain firm through February 28, 2013 for all listed contractors. For pricing information, a market basket price list for each awarded contractor is available on the [www.comm-pass.com](http://www.comm-pass.com) website under the

“Vendor” Tab and a Cost Comparison Spreadsheet is available under the “Forms & Terms” tab for Foodservice Supplies and Equipment GRO29. The Cost Comparison Spreadsheet provides guidance to departments on which contractor offers the best value pricing for that product and/or equipment.

**Quotes:** Departments are required to solicit three (3) quotes from contractors listed to determine which contractor can provide the best value for the equipment being purchased. All that is required is that departments contact the three (3) contractors for quotes; you are not required to receive responses from all three (3) contacted contractors.

## Additional Information

**Delivery** - Delivery must be made at no extra cost to the Commonwealth with all deliveries being FOB destination. All orders will be processed, confirmed and delivered based on established delivery schedules. The contracting Eligible Entity will establish a mutually agreed upon delivery schedule with the contractor(s). All orders **must** be delivered within **5** business days of receipt of a purchase order number (PO#), unless the ordering department agrees otherwise or a special order is involved. If an item is out of stock, the contractor **must** make every effort to supply the ordered item within the original delivery timeframe. If such arrangements cannot be made, the contractor **must** make every effort to have the item delivered as soon as possible. Contractors may be penalized in the performance measures for each time a stocked item is not delivered within the required deadlines unless an acceptable alternative is provided and mutually agreed upon by the contract user and the contractor. In this event, the alternate delivery time should be documented by the contractor in writing and submitted as part of the semi-annual report. Contractors **must** coordinate delivery time with the contract user, if requested. If the contractor uses an independent company to satisfy delivery requests, the contractor is responsible for ensuring that the delivery company coordinates with the contract user. Late deliveries or deliveries that cannot be made within the above guidelines may be canceled at no cost to the Commonwealth.

**Delivery Requirements for the Department of Correction** – The contractor(s) must meet all Department of Correction security requirements applicable to each facility. Requirements may include, but are not limited to: inspection and search of all delivery vehicles including driver; cab and all contents thereof; locking gas or fuel caps, all drivers must pass a CORI background check no split load deliveries where required; strict delivery time requirements and any other security requirements as deemed necessary by the department or institution. Contractors may be asked to deliver products outside the established delivery schedule to respond to emergency situations.

**“Will Call”** orders are orders that are to be picked up by the contract user within 24 hours of request and the contractor(s) will provide for “will call” orders if immediate delivery is necessary and the contract user is willing to pick up the order. The contractor(s) may be asked to provide emergency delivery and may charge a compensation rate for such deliveries.

**Returns** – Contract users may not accept the delivery of any product that is expired or visibly damaged. Product will be inspected upon receipt of delivery. If a product fails inspection by the receiving facility, the product will be rejected and the contractor(s) must replace it immediately at no additional expense to the facility.

**Customer Service:** Contractor(s) will provide customer service to all users of the contract. That service must include the following components: All contractor personnel answering the customer service line must be well versed on all requirements of the Statewide Contract and must be able to easily answer user's questions about pricing, product and service. If a contractor receives a complaint about quality, a sample of the item must be collected immediately, inspected and analyzed for quality within a reasonable time, at no additional cost to the Commonwealth. The OSD Strategic Sourcing Services Lead must be contacted immediately by the Account Manager and informed of the status of the complaint, if the complaint is not resolved to the user's full satisfaction within the agreed upon time period.

**Quality Assurance:** It is important for contract users to know that contractor(s) must monitor on a continuous basis, the quality of the products offered under this contract. Contractor(s) must have a self-inspection system that monitors, identifies and corrects any deficiencies that may occur in the quality of the products furnished to the Commonwealth. The OSD Strategic Sourcing Services Lead (SSSL) must be notified of any corrective actions as they are taken.

**Sample Products for Evaluation** – for evaluation purposes only, user departments may request from contractor(s) samples of available contract products or published products on Comm-PASS ([www.comm-pass.com](http://www.comm-pass.com)).

**Fuel Surcharge Provisions** - Contractor(s) are NOT allowed charge any additional fuel surcharges on any order received from departments. Departments will NOT be required to pay any additional fuel surcharges upon receipt of contractor invoicing.

**Biodegradable Products** - These products were added to the state contract in response to the growing interest from agencies, higher education institutions and municipalities to implement food waste composting programs. Composting is a process that turns organic material, such as food waste, leaf and yard waste, and waxed cardboard, into products that enrich soil, improve its structure, and increase its moisture and nutrient retention. By diverting these materials from disposal facilities, we reduce our dependence on landfills and incinerators and conserve natural resources. For more information on composting in Massachusetts, or for assistance in setting up a composting program for your facility or town, please visit the Department of Environmental Protection's website for organics and composting at <http://www.mass.gov/dep/recycle/reduce/composti.htm>. For a one page fact sheet on the benefits of composting and how to get started, visit <http://www.mass.gov/dep/recycle/reduce/organics.doc>.

## Vendor List and Contract information – Foodservice Supplies

Supplier involvement in any of the following programs will have the appropriate icon appear beneath the column heading. Programs include Small Business Purchasing Program (SBPP), Supply Diversity Office Certification (SDO, Formerly SOMWBA Certification), Supplier Diversity Program (SDP, Formerly AMP), Environmentally Preferable Products Program (EPP), and Prompt Pay Discount PPD).

<p>Eastern Bag &amp; Paper Group <b>(SDP, EPP)</b>          65 Sunnyslope Avenue, Tewksbury, MA 01876          Website <a href="http://www.easternbag.com">www.easternbag.com</a>          Account Manager: Linda Johnson          Phone number: 800 972 9622 x2845          E-mail: <a href="mailto:ljohnson@easternbag.com">ljohnson@easternbag.com</a></p>	<p>Awarded: Conventional Foodservice Supplies Products - Category 1 and Biodegradable Foodservice Products - Category 2.  <b>Prompt Pay Discount (PPD) - 1%-10 days</b>  <b>Dock Delivery Discount (DDD)- 2%</b>  <b>Volume Purchase Discount <u>1% on orders over \$1500</u></b></p>
<p>Mansfield Paper Company <b>(SDP, EPP)</b>          380 Union Street, West Springfield, MA 01089          Website <a href="http://www.mansfieldpaper.com">www.mansfieldpaper.com</a>          Account Manager: Ken Baker          Phone number: 413-781-2000          E-mail: <a href="mailto:purchasing@mansfieldpaper.com">purchasing@mansfieldpaper.com</a>          Customer Service Phone Number: 800-225-4641</p>	<p>Awarded: Conventional Foodservice Supplies Products - Category 1 and Biodegradable Foodservice Products - Category 2  <b>Prompt Pay Discount (PPD) -1%-10 days</b>  <b>Dock Delivery Discount (DDD) 2%</b>  <b>Volume Purchase Discount Offer-1% on orders over \$1500</b></p>
<p>Milhench, Inc. <b>(SBPP, SDO, SDP, EPP)</b>          121 Duchaine Blvd., New Bedford, MA 02745          Website: <a href="http://www.milhench.com">www.milhench.com</a>          Account Manager: Heike Milhench          Phone number: 508 995 8331          E-mail: <a href="mailto:Heike@milhench.com">Heike@milhench.com</a>          Customer Service Number: 508 995 8331</p>	<p>Awarded: Conventional Foodservice Supplies Products - Category 1 and Biodegradable Foodservice Products - Category 2  <b>Prompt Pay Discount (PPD) 1%-10 days</b></p>

## Vendor List and Contract information – Foodservice Equipment, Institutional Commercial Grade, Large and Small

<p>B &amp; G Restaurant Supply, Inc <b>(SBPP, SDP, EPP)</b>          48 Eagle Street, Pittsfield, MA 01201          Website: <a href="http://www.bgrestdsupply.com">www.bgrestdsupply.com</a>          Account Manager: Sarah Auge          Phone number: 413 442 0390          E-mail: <a href="mailto:sarah@bgrestdsupply.com">sarah@bgrestdsupply.com</a>          Customer Service Number 413 442 0390</p>	<p>Foodservice Equipment, Institutional Commercial Grade, Large &amp; Small <b>(Energy Star Compliant)</b>          Service Areas: All Regions/Counties Statewide  <b>Prompt Pay Discount: .5% -10 days</b>  <b>Dock Delivery Discount: ½% discount if drop shipped by third party carrier</b>  <b>Volume Purchase Discount: ½% for 5 or more pieces of large equipment – discount does not apply on small equipment.</b></p>
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<p>Eastern Bakers Supply (<b>SDP, EPP</b>) 145 N. Washington Street, Boston, MA 02114 Website: <a href="http://www.easternbakers.com">www.easternbakers.com</a> Account Manager: Leah Zacchini Phone number: 617 523 2682 E-mail: <a href="mailto:wjmorrissey@easternbakers.com">wjmorrissey@easternbakers.com</a> Customer Service Number: 617 742 0228</p>	<p>Foodservice Equipment, Institutional Commercial Grade, Large &amp; Small (<b>Energy Star Compliant</b>) Service Areas: County 3 – Worcester, Middlesex, and Norfolk Counties County 4 – Essex, Suffolk and Norfolk Counties County 5 – Bristol, Plymouth Barnstable, Duke and Nantucket</p> <p><b>Prompt Pay Discount: ½% -10 days</b></p>
<p>Harbour Food Service Equip. (<b>SBPP, SDP, EPP</b>) 229 Marginal Street, Chelsea, MA 02150 Website: <a href="http://www.harbourfood.com">www.harbourfood.com</a> Account Manager: Ken Goldstein Phone number: 617 884 3900 x222 Customer Service Number: 617 884 3900</p>	<p>Foodservice Equipment, Institutional Commercial Grade, Large &amp; Small (<b>Energy Star Compliant</b>) Service Areas: All Regions/Counties Statewide</p> <p><b>Prompt Pay Discount: ½% - 10 days</b></p>
<p>Kittredge Equipment, Inc. (<b>SBPP, SDO, SDP, EPP</b>) 100 Bowles Road, Agawam, MA 01001 Website: <a href="http://www.kittredgeequipment.com">www.kittredgeequipment.com</a> Account Manager - James Scott or Jeffrey Mackey Phone number: 413 304 4100 ext. 302 or 117 Customer Service Number: 413 304 4100</p>	<p>Foodservice Equipment, Institutional Commercial Grade, Large &amp; Small (<b>Energy Star Compliant</b>) Service Areas: All Regions/Counties Statewide</p> <p><b>Prompt Pay Discount: 1% - 10 days</b> <b>Dock Delivery Discount - Yes, \$50 for dock delivery only</b> <b>Volume Purchase Discount -1% discount on single orders over \$20,000</b></p>

## Strategic Sourcing Services Team Members

Stephen Burnett	Department of Correction
Marcia Deegler	Operations Services Division
Anton Smith	Department of Correction

## Summary of Where to Obtain Important Contract Information

To obtain in depth contract information please go to the Comm-PASS ([www.comm-pass.com](http://www.comm-pass.com)) website, click on “Contracts” then search by document number to locate the following contract information:

The following documents may be obtained under the **“Forms & Terms”** tab

- Contract User Guide
- Cost Comparison Spreadsheet for Conventional & Biodegradable Foodservice Supplies
- Cost Comparison Spreadsheet for Foodservice Equipment, Institutional Commercial Grade, Large & Small

The following documents may be obtained under the **“Vendor”** tab for contract/contractors if applicable:

- Conventional Products Award Information (Foodservice Supplies)
- Biodegradable/Compostable Products Award Information (Foodservice Supplies)
- Contractors Factsheet (Foodservice Equipment)
- Foodservice Equipment Contract Pricing Information